

# Issues in Knowledge Management

Mohamad Fauzan Noordin



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

# ISSUES IN KNOWLEDGE MANAGEMENT

---

**Editor**

Mohamad Fauzan Noordin



**IIUM Press**

Published by:  
IIUM Press  
International Islamic University Malaysia

First Edition, 2011  
©IIUM Press, IIUM

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without any prior written permission of the publisher.

Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.  
Includes Index  
ISBN

ISBN: 978-967-418-087-4

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM  
(Malaysian Scholarly Publishing Council)

Printed by :  
**IIUM PRINTING SDN. BHD.**  
No. 1, Jalan Industri Batu Caves 1/3  
Taman Perindustrian Batu Caves  
Batu Caves Centre Point  
68100 Batu Caves  
Selangor Darul Ehsan

# TABLE OF CONTENTS

---

|                 |     |
|-----------------|-----|
| Dedication      | i   |
| Preface         | vii |
| Acknowledgement | ix  |
| Introduction    | xi  |

## *Part I: Fundamental of Knowledge Management*

|  |    |
|--|----|
| <b>Knowledge Capture in Islam</b>                                | 1  |
| Hafizah Reh and Mohamad Fauzan Noordin                           |    |
| <b>Knowledge Management: Interpretation from Qur’anic Verses</b> | 11 |
| Azizah Hassan and Mohamad Fauzan Noordin                         |    |
| <b>Managing Tacit Knowledge Among Knowledgeable Workers</b>      | 33 |
| Mohamad Fauzan Noordin and Noor Azura Zakaria                    |    |

## *Part II: Knowledge Sharing*

|   |    |
|---|----|
| <b>Beyond Knowledge Sharing: Software Piracy from Islamic Perspective</b>         | 41 |
| Azizah Hassan and Mohamad Fauzan Noordin  |    |
| <b>Knowledge Management and Knowledge Sharing: A Literature Study</b>             | 53 |
| Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin                              |    |
| <b>Knowledge Management Strategies to Encourage Knowledge Sharing in Maldives</b> | 61 |
| Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin                              |    |
| <b>A Case Study on Strategies to Encourage Knowledge Sharing in Maldives</b>      | 75 |
| Hindh Ali, Hussain Waheed and Mohamad Fauzan Noordin                              |    |

|  |     |
|--|-----|
| <b>Knowledge Sharing: State of the Art</b>   | 85  |
| Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin                               |     |
| <b>Research Methodology for Knowledge Sharing Behaviour in Organization</b>  | 93  |
| Noor Azura Zakaria, Bibi Saidah Pathan, Fateema Lambensa, Zubaidah Muataz and Mohamad Fauzan Noordin                               |     |
| <b>Knowledge Management from Islamic Perspective: A Focus on Knowledge Acquisition, Sharing and Application</b>                    | 101 |
| Rohaimi Abdullah and Mohamad Fauzan Noordin  |     |
| <b>Knowledge Sharing Using Semantic Web</b>  | 115 |
| Hafizah Reh and Mohamad Fauzan Noordin   |     |
| <i>Part III: Knowledge Management in Organization and Nations</i>  |     |
| <b>Roles of Knowledge Management in Ensuring the Quality of Higher Education</b>   | 127 |
| Aziz Ahmed Almaadeni, Muhammad Aydin and Mohamad Fauzan Noordin  |     |
| <b>Knowledge Management Software in Organization</b>   | 135 |
| Kairo Abdulroseh and Mohamad Fauzan Noordin  |     |
| <b>Non Government Organizations and Knowledge Management: State of the Art</b>   | 145 |
| Nuha Abdullah Hassan and Mohamad Fauzan Noordin  |     |
| <b>Background of Knowledge Management in Non Government Organizations</b>  | 151 |
| Rifhan Abdul Ghafir and Mohamad Fauzan Noordin   |     |
| <b>Implementation of Knowledge Management System for the Support of Non Government Organizations: Research Model and Framework</b> | 157 |
| Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin  |     |
| <b>Knowledge Management System for Disaster Case</b>   | 165 |
| Nuha Abdullah Hassan and Mohamad Fauzan Noordin  |     |

|   |     |
|---|-----|
| <b>Research Model and Framework for the Support of Humanitarian Assistance/ Disaster Relief in Malaysia</b> | 173 |
| Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin   |     |
| <b>The Key Elements of Knowledge Management System in NGOs</b>  | 179 |
| Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin   |     |
| <b>Proposed Solution and Discussion for Implementing Knowledge Management System in NGOs</b>                | 185 |
| Rifhan Abdul Ghafir and Mohamad Fauzan Noordin  |     |
| <b>Information Technology Approaches to Knowledge Management in Various Organizations</b>                   | 195 |
| Fajri Achmad Maulana and Mohamad Fauzan Noordin   |     |
| <b>Information Technology with Knowledge Management: The Challenges and the Benefits</b>                    | 211 |
| Fajri Achmad Maulana and Mohamad Fauzan Noordin   |     |
| <b>The Implementation of Knowledge Management Process in A Shared Service Centre Company</b>                | 225 |
| Sahidan Abdulmana, Fauzan Alfariti and Mohamad Fauzan Noordin   |     |
| <b>Cross Organizational Knowledge Repository Framework for Management Consulting Firms</b>                  | 235 |
| Md Nessar Udin, Azizah Hassan and Mohamad Fauzan Noordin  |     |
| <b>Knowledge Management System as the Combating Tool of Cybercrime on Organizations</b>                     | 257 |
| Burhan Saleh and Mohamad Fauzan Noordin   |     |
| <b>Implication of Knowledge Management in Disaster Recovery: In Malaysian Context</b>                       | 271 |
| Md Nessar Udin and Mohamad Fauzan Noordin   |     |
| <b>Integration of Knowledge Management in Human Resources Management Activities</b>                         | 283 |
| Rohaimi Abdullah and Mohamad Fauzan Noordin   |     |

*Part IV: Knowledge Management in Web 2.0*

**Islam and Knowledge Management in Enterprise Based on Social Network** 305

Sahidan Abdulmana and Mohamad Fauzan Noordin

**Social Media as a Knowledge Management Tool: The Use, Potential and Challenges** 317

Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin

**Kids Website Suitability Assessment: Knowledge Discovery to Investigate the Appropriate Features** 331

Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin

**The Role of Data Mining and Knowledge Management in Classification the Content of Kids Website** 339

Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin

**Kids Website Suitability: Proposing Knowledge Management Assessment Methodology** 347

Muna A. Ali, Rasheed Nassr and Mohamad Fauzan Noordin

**The Application of Knowledge Management for E-Learning to Distribute Islamic Knowledge and Fatwa** 355

Fauzan Alfariti and Mohamad Fauzan Noordin

**IT to Support Muslim's Small and Medium Enterprises: Toward Knowledge Based Economy in Saudi** 365

Ahmed Abdul-Aziz Abbas and Mohamad Fauzan Noordin

**An Overview of Semantic Web Technologies** 375

Hafizah Reh and Mohamad Fauzan Noordin

*Part V: Knowledge Society*

**Overview of Knowledge Society in Malaysia** 383

Salihatun Nisa' Abd Kareem and Mohamad Fauzan Noordin

**Towards Knowledge Society in Malaysia: Characteristics, Trends and Challenges** 389

Azizah Hassan, Md Nessar Udin and Mohamad Fauzan Noordin

# KNOWLEDGE MANAGEMENT SYSTEM FOR DISASTER CASE

---

Nuha Abdullah Hassan and Mohamad Fauzan Noordin

## **Abstract**

Knowledge management is an important aspect in an organization. Moreover, it also can support the enterprise or the company to seek competitive advantage in the marketplace, because it can respond instantly to the customers and changes in the marketplace. ICT has a role to support the knowledge processes. This chapter is discussed the implementation of knowledge management process in a Shared Service Center (SSC) company and how knowledge management supports decision making process and increase organization performance.

## **17.1 Introduction**

Disaster is defined as incident that occurs in a sudden manner, complex in nature, resulting in the loss of lives, damages to property or the environment as well as affecting the daily activities of local community (Dorasamy et al, 2010). Such incident requires the handling of resources, equipment, frequency and extensive manpower from various agencies as well as effective coordination and the possibility of demanding complex actions over a long period of time. People are becoming more vulnerable to disaster incidents as climate change continues.